

Website to training: [DCFS - Mandated Reporter \(dcfstraining.org\)](https://www.dcfstraining.org)

<https://youtu.be/ZWgVs4qj1ho> -4.44 minute implicit bias video

Post-Assessment (Same as Pre-Assessment) with Implicit Bias Questions

1. Possible indicators of physical abuse include:
 - a. Unexplained marks on the body
 - b. Bruises or welts in various stages of healing
 - c. Burns that are in patterns
 - **d. All of the above** [correct]
2. Neglect occurs when a parent or responsible caretaker fails to provide which of the following:
 - **a. Adequate supervision, medical care, food, clothing and/or shelter** [correct]
 - b. Schooling, school supplies, appropriate school clothes
 - c. Up to date immunizations
 - d. All of the above
3. Which of the following may be an indicator of sexual abuse?
 - a. Sexual knowledge beyond what is age appropriate
 - b. Recurring pain and itching in the genitals
 - c. Wearing or sleeping with multiple layers of clothing
 - **d. All of the above** [correct]
4. A Mandated Reporter is any person required by law to report suspected child abuse or neglect.
 - **a. True** [correct]
 - b. False
5. Which of the following are Mandated Reporters?
 - a. Teachers and principals
 - b. Social workers
 - c. Clergy
 - **d. All of the above** [correct]
6. What is the role of a Mandated Reporter?

- a. To conduct an in depth interview of the child
- b. To conduct your own investigation of abuse and then call the Child Abuse Hotline
- **c. Report suspicions of abuse or neglect to the Hotline immediately** [correct]
- d. All of the above

7. Illinois law requires all Mandated Reporters to call the Hotline if they have reasonable cause to believe that child abuse or neglect has occurred.

- **a. True** [correct]
- b. False

8. A Mandated Reporter should ask the child for every detail of the abuse or neglect before calling the Hotline.

- a. True
- **b. False** [correct]

9. A child must tell you he or she is being abused before you can call the Hotline.

- a. True
- **b. False** [correct]

10. Suspected child abuse and neglect should be reported:

- a. as soon as you have enough evidence to make sure the child is telling the truth
- **b. as soon as you suspect abuse or neglect** [correct]
- c. after the child's parents have been notified
- d. after 24 hours

11. After making a child abuse report to the Hotline, the Mandated Reporter must submit a written confirmation of the report within _____ hours.

- a. 10
- b. 24
- **c. 48** [correct]
- d. 72

12. Mandated Reporters have the right to which of the following?

- a. The Hotline worker's full name
- b. To speak to the Hotline worker's supervisor if you do not agree with the Hotline worker's decision

- c. To request a second review of a child abuse investigation final decision for a report they made.
- **d. All of the above** [correct]

13. Mandated Reporters fulfill their legal obligation by telling their supervisors about their suspicions of abuse.

- a. True
- **b. False** [correct]

14. People know all their own biases; they just know they cannot or should not say those beliefs aloud, so they hide them.

- a. True
- **b. False** [correct]
- c. I don't know

15. Which of the following is an unbiased strategy?

- a. Taking a neutral perspective.
- b. Trying to look at the situation objectively, based on the facts of the case.
- c. Understanding the context of the current situation.
- d. Improving decisions by asking a colleague for input.
- e. Using a trauma-informed lens to try to understand the family's perspective.
- **f. All of the above** [correct]

16. Only negative biases can have negative outcomes.

- a. True
- **b. False** [correct]
- c. I don't know

17. Which of the following is a step to resolving bias?

- a. Thinking before you speak
- b. Remembering to have an open mind
- c. Acknowledging our own biases
- **d. All of the above** [correct]

18. It is possible to know all of your biases.

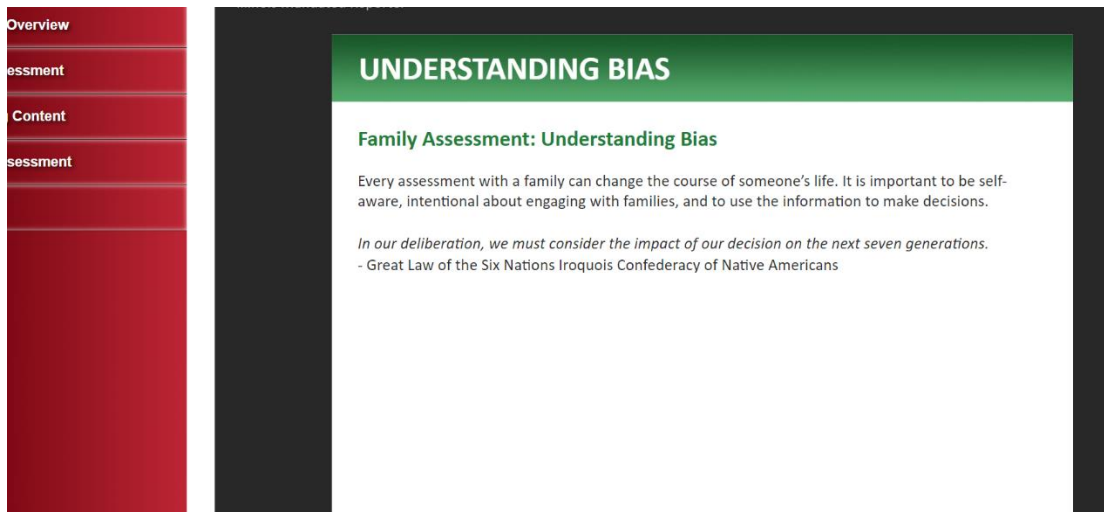
- a. True

- **b. False** [correct]
- c. I don't know

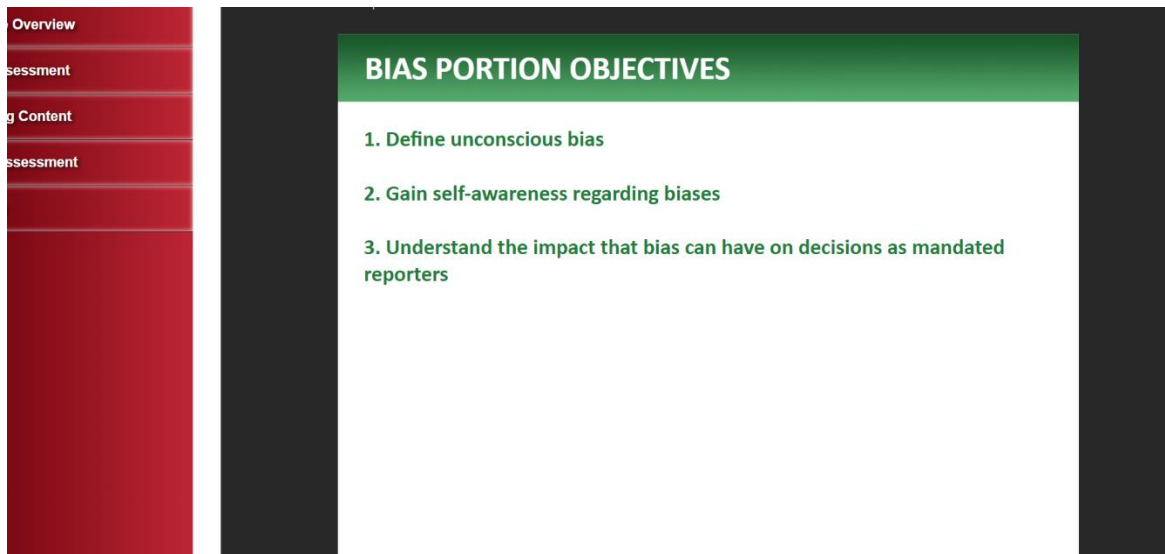
19. Informed decision-making relies on the facts of the situation. Understanding our bias allows us to process the situation without preconceived notions, assumptions, and expectations.

- **a. True** [correct]
- b. False
- c. I don't know

Screen shots of training and Implicit Bias information (Slides)



The screenshot shows a presentation slide with a red sidebar menu on the left containing the following items: Overview, Assessment, Content, and Assessment. The main slide area has a green header with the text "UNDERSTANDING BIAS". Below the header, the title "Family Assessment: Understanding Bias" is displayed. The body text reads: "Every assessment with a family can change the course of someone's life. It is important to be self-aware, intentional about engaging with families, and to use the information to make decisions." Below this, a quote is provided: "In our deliberation, we must consider the impact of our decision on the next seven generations." followed by "- Great Law of the Six Nations Iroquois Confederacy of Native Americans".



The screenshot shows a presentation slide with a red sidebar menu on the left containing the following items: Overview, Assessment, Content, and Assessment. The main slide area has a green header with the text "BIAS PORTION OBJECTIVES". Below the header, three objectives are listed in green text: "1. Define unconscious bias", "2. Gain self-awareness regarding biases", and "3. Understand the impact that bias can have on decisions as mandated reporters".

- Overview
- Assessment
- Understanding Content
- Assessment

UNDERSTANDING BIAS

Understanding Ourselves

Understanding bias is a step in the process of ensuring that family assessments are fair and objective.

Part of understanding ourselves is to actively deepen our self awareness in order to reveal unconscious and hidden beliefs.

- Overview
- Assessment
- Understanding Content
- Assessment

UNDERSTANDING BIAS

Understanding Our Own Lenses

The first step is to recognize that we all have bias. It is through this bias that we see the world.

For example, if you grew up in a single parent household it may influence how you engage in active efforts to find fathers.




- Overview
- Assessment
- Learning Content
- Assessment

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UNDERSTANDING BIAS

Our Past Experiences



Being aware of how past experiences currently inform behavior can greatly reduce their impact on you when interacting with families.

There are things we can do to lessen our bias, such as, examining our own beliefs and behaviors, and practicing self-care.

- Overview
- Assessment
- Learning Content
- Assessment

UNDERSTANDING BIAS

Myth

Two common myths about bias in communities of people of color are:

- People of color do not have bias.
- We can't be biased when working with our own people.

Fact

All people have bias, including people of color.

- Overview
- Assessment
- Learning Content
- Assessment


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UNDERSTANDING BIAS

Reflection

Think about the things you've heard or experienced that may influence your feelings about other people.

- How might those impact your interactions in your work?
- Are there topics you are uncomfortable discussing?
- Are there situations you're afraid of?
- Are there people you don't want to work with (sex offenders, those with a violent background, those with mental health issues, etc)?



- Overview
- Assessment
- Learning Content
- Assessment


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UNDERSTANDING BIAS

Exposing Hidden Biases

Finding our bias is often hard, especially when we are not aware that we have it! Additionally, it is often hard to do without intentionally examining our thoughts and behaviors towards others. We must remember, just because we think or feel something is true, does not make it so. When doing assessments we need to rely upon evidence.

The rest of this e-learning module will help you to find your way into your own bias. Remember - we all have them!



- Overview
- Assessment
- Organizing Content
- Assessment

UNDERSTANDING BIAS

More about Bias

Bias can be:

- Either conscious and apparent (explicit) or subconscious and hidden (implicit)
- Short cut thinking or a knee jerk reaction
- Either positive or negative
- A distraction from our own beliefs or values
- Illogical or irrational
- The reason for making inaccurate judgement
- Caused by a lack of information about groups or individuals
- The result of stereotypes

- Overview
- Assessment
- Organizing Content
- Assessment

UNDERSTANDING BIAS

Unchecked bias can be life-shattering

Unrecognized bias can adversely impact our personal and professional decisions and cause harm in immeasurable and unforeseen ways.

The impact of bias in child welfare have led to an over-representation on Indian children in out of home placement, often with non-native families. Bias, left unchecked, is literally life-shattering. Bias can also undermine personal and professional interactions by inhibiting your ability to develop trusting relationships with others.

- Overview
- Assessment
- Understanding Content
- Assessment

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UNDERSTANDING BIAS

Common Ways Bias is Expressed

- We tend to prefer our own ideas and people who agree with our opinions. We put more value on opinions that confirm our own and devalue opposing views.
- We may feel more loving and forgiving to those that are like us. Conversely, we may be more judgmental, suspicious and fearful of people not like us.
- Sometimes we just go along with what other influential people think, rather than making our own assessment based on the facts.
- We often dwell on the risk factors and past negative behavior when assessing families and might ignore their strengths. Our families always have strengths that can be built upon.
- We favor what is familiar to us. Many native people are on a spiritual path and feel that what helped us will help other native people. We may be judgmental of those who do not believe as we do.
- We often overvalue our first impression, negatively affecting our decision-making.

- Overview
- Assessment
- Understanding Content
- Assessment

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UNDERSTANDING BIAS

Making an Unbiased Decision

An unbiased strategy involves the following:

- Take a neutral perspective.
- Try to look at the situation objectively, based on the facts of the case.
- Understand the context of the current case.
- Improve decisions by asking a colleague for input.
- Use a trauma-informed lens to try to understand the family's perspective.

- Overview
- Assessment
- Understanding Content
- Assessment

Illinois Mandated Reporter EXIT

UNDERSTANDING BIAS

The Realities of Decision Making



Social workers are busy people; we have a lot on our minds. This makes us susceptible to relying on fast, biased thinking, resulting in costly errors in judgment.

Informed decision-making relies on the facts of the situation. Understanding our bias allows us to process the situation without preconceived notions, assumptions, and expectations.

Source: *How Can Decision Making Be Improved?* Katherine L. Milkman, Dolly Chugh, Max H. Bazerman. *Thinking, Fast and Slow*. Daniel Kahneman, 2011.

- Overview
- Assessment
- g Content
- Assessment

UNDERSTANDING BIAS

Making an Informed Decision

Ways to increase informed decision making:

- Staff cases as a group or get another colleague's input, rather than making individual decisions, if possible.
- Seek training that provides strategies for making unbiased decisions, based on fact.
- Review case decisions and outcomes to learn about ways to improve your work families.

Source: *How Can Decision Making Be Improved?* Katherine L. Milkman, Dolly Chugh, Max H. Bazerman. *Thinking, Fast and Slow*. Daniel Kahneman, 2011.



- Overview
- Assessment
- g Content
- Assessment

UNDERSTANDING BIAS

How to Overcome Bias

Click [here](#) to access the full PDF file on How to Overcome Bias.

FAMILY ASSESSMENT TOOL
HOW TO OVERCOME BIAS
FEBRUARY 2015

SLOW DOWN
The first step is to give ourselves time to slow down, be deliberate, present, and listen. Slowing down helps us carefully process, rather than automatically making judgments based on past experiences. Taking a moment to pause and think with families can be helpful to remind ourselves to be fully present.

CREATE AN OPEN MIND
We often process information by comparing current events, ideas, and people against past experiences. We need to consciously work to ignore all our memories of past experiences from what is happening in the present.

RECOGNIZE DIFFERENCES
We are all aware of differences in age, gender, race, socio-economic status, sexual orientation, religion, and these those characteristics may influence people's beliefs and behaviors. We all have a tendency to be most comfortable with people like us. This reinforces unconscious bias. As practitioners, we need to be able to work with people who are different from us, without allowing our biases to interfere.

ACKNOWLEDGE OUR OWN BIAS
Admission of our own bias allows us to correct or compensate for them. Acknowledging for bias can take place when we have awareness and understand the importance of addressing our own biases in order to work effectively with families.